Response:

We are glad to have the chance to give comments on "Consultation on the Future Arrangement of the Standing Offer Agreement for Quality Professional Services in the Government of the Hong Kong Special Administrative Region". We worked out the following comments with IT vendors which are current QPS vendors, current subcontractors and potential IT vendors.

QPS is good for the HK Government to acquire IT services but because of the change of IT technology, the increase diversity of skill of IT people, the increasing complexity of IT projects, the increasing demand and expectation of user community, it is really needed to be enhanced. We hope to have more focus on technical and past experience,
rather than the price and suggest the scoring ratio should be 50:50 (Price: Tech).

We hope to introduce the system to promote or
demote vendors in different categories according to the score and reviewing by every 6 months. It can let more capable vendors to work on bigger contractual price projects and remove those that cannot perform. Scores should be deducted if one of vendors failed to provide quotation in some work assignments.

Also, please have reasonable payment schedule and refrain from having "100% upon project completion" in some work assignment brief. Currently, the liability is unlimited in QPS3 master contract. Hope to consider to limit the contract liability to 2-3 times of contract value.

The followings are suggestions for some items in the document.

(a) Categorisation of Services

Suggest to have 3 Levels of categorisation on Cat2 & Cat3

<0.8M, 0.8M to 3M, >3M-20M

Add a new category – Social Media, Mobile & Cloud categorisation

(b) Number of Contractors for Each Service Category /Group

Suggest to have 10 Contractors of Each service category

(c) Duration of Contracts

More reasonable duration for different types of contracts and guidelines for the setting of duration.

(e) Sub-contracting

Suggest to have Additional Sub-contacting service score and subcontractor management standard to be introduced.

(h) Typical Performance Issues

Suggest to have tender submission performance score, and deduce the score if the vendor fails to submit.

Suggest to have third parties to have auditing on the performance by each assignment as it can reduce the problems of either B/Ds or vendors.